
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Familylinks, Inc. (SCO)

November 1, 2017

Introduction

The Quality Assessment and Improvement (QA&I) Comprehensive Report has been developed to provide both information and data collected during the self-assessment Familylinks completed, review of the core sample that ODP selected for Familylinks, and information gathered and shared during the on-site portion of the process. As discussed during Familylinks onsite visit, this year's focus areas have been related to ODP's mission, vision and values to promote and achieve an Everyday Life for everyone. Additionally the QA&I examined more closely the efforts Familylinks demonstrates to promote 3 of the recommendations the Information Sharing Advisory Committee (ISAC) made, also included in ODP's Everyday Lives Values in Action: Improve Quality, Employment and Communication.

Summary of Familylinks, a Supports Coordination Organization

Familylinks (hereafter referred to as FL) is located in Pittsburgh, PA, at 2644 Banksville Road.

According to their website: www.familylinks.org

“Our Supports Coordination program helps people living with intellectual disabilities to find a place to live, a place to work, and the proper training to find a job. Supports coordinators work with clients to help them find and take advantage of employment services, adult day programs, transportation and specialized therapies, among many other services. If you or a loved one lives with an intellectual disability, it can be hard to know what services are available and how to obtain them. Family caregivers shouldn’t have to do it all.”

Additionally, Lisa Evans, Supports Coordination Unit Director provided the following information:

The Supports Coordination Program serves approximately 3000 participants across 12+ counties in Pennsylvania. In the last 2 years, Familylinks SCO has made numerous programmatic changes to enhance the quality of our services. These enhancements have assisted our Support Coordinators and Program Managers to be more effective in delivering services and supports to our participants.

- Familylinks has adopted a Trauma Informed Care model called Risking Connection. All staff in the agency are trained in this model. It teaches, not only how to interact with participants, but each other and also how to care for ourselves and avoid burnout.
- Addition of 2 new Program Managers. One was designated as a Training Manager. This reduced the amount of SC’s each PM supervised to no more than 7.

- An Administrative Manager is dedicated to overseeing quality and compliance, identifying areas of improvement and assisting with making the adjustments. Familylinks is dedicated to providing the highest quality services through continued monitoring.
- An extensive training program has been put in place for all new hires in Supports Coordination program. At least 2 full weeks are spent with the Training Manager to ensure understanding of the SC position in accordance to ODP regulations.
- In addition to the extensive new hire training program, ongoing training and support is offered to SCs and Program Managers through class offerings as well as regularly scheduled supervision with Program Managers. These one on one times provide each individual staff a chance to ask questions, receive individual training in specific need areas and review specific case questions.
- Addition of 4 new Supports Coordinator positions have been added. This reduced each SCs caseload size which enhanced their ability to provide more quality care to all participants.
- Familylinks has designated a Program Manager as an Employment Lead who will act as a Liaison with the Office of Developmental Programs, the Administrative Entity, and the Office of Vocational Rehabilitation to coordinate the timely dissemination of information and training to SCs. This will ensure that participants SCs are up to date on the most recent information and well versed in the processes and procedures for ensuring all participants' employment goals are attained.
- Familylinks is dedicated to ensuring each participant's outcomes are achieved.

QA&I Summary

FL completed a self-assessment in FY 17-18, which was finalized on August 30, 2017.

Additionally, the Office of Developmental Programs pulled a core sample of 66 people for their review. The names of those selected in the core sample were shared with FL on October 18, 2017.

On November 1, 2017, the onsite portion of the QA&I process was completed at the FL offices with Lisa Evans, Supports Coordination Unit Director, Tracy Jeffers, Senior Program Manager, and Marlo Svidron, Administrative Program Manager.

Data Analysis

FL's self-assessment was completed in August, 2017. The data from that activity has been reviewed, and FL's performance has been evaluated.

For the Core sample, a desk review of the sample participants was completed by the ODP Record Reviewer. Then on November 1, 2017, ODP staff met with FL staff to complete the onsite visit.

Finally, an exit conference was conducted on November 1, 2017 once onsite activities were completed. The results of the entire QA&I process were shared with FL during the exit conference.

See [Results and Performance Evaluation](#) section of this report.

[Results and Performance Evaluation](#)

Applying the three ISAC (Information Sharing Advisory Committee) focus areas discussed in the [Introduction](#) section to Familylinks' performance revealed the following results:

Focus Area #1: Improving Quality

FL is a large organization, and has multiple branches. The organization as a whole embraces the ISAC recommendation of Supporting Families throughout the Lifespan. The ODP record review reveals that FL Supports Coordinators routinely write service notes that meet or exceed ODP quality standards. Staff training at FL is comprehensive and extensive. There are 63 supports coordinators and supervisors combined. Managing all of those training records is evidence of a highly efficient organization. A focus on health and safety is apparent. FL consistently demonstrates appropriate and adequate follow up and documentation in the event of an identified issue. ISP's are consistently updated in the event of a change in need, and all ISP's in the core sample were submitted in a timely manner.

Focus Area #2: Employment

This is a priority for FL, in that they include employment information in the ISPs and encourage the supports coordinators to routinely discuss employment. This is done not only at everyone's ISP meeting, but with increased frequency with graduating students and their families.

Focus Area #3: Communication

In the area of Communication, Familylinks coordinates with the Allegheny AE, to contract with Center for Hearing and Deaf Services to provide certified/registered interpreters. FL reports a good working relationship with Allegheny and no barriers in this area.

Finally, both assessments were reviewed for any systemic concerns that may need an improvement plan. FL is required to complete remediation for the QA&I core sample. Additionally there are several areas that have been identified as systemic, requiring a Corrective Action Plan, and a Plan to Prevent Reoccurrence. See Appendix B. Systemic is defined as an aggregate score of 87% or below. Those areas are:

- Providing information to participants about reporting abuse, neglect and exploitation at a time OTHER than a monitoring visit or meeting is a vital change, as this ensures a potential abuser is not in the room. FL is not implementing that change in a consistent manner. Because this is a health and safety concern, FL must immediately correct their process, and complete a Plan to Prevent Recurrence to ODP.
- Continue the QMP Outcome: "IM4Q considerations and inform the individual and family members, and providers about the considerations." FL's performance in this area will require a Plan to Prevent Reoccurrence

(See Appendix B). This QMP measure should be part of that Plan.

- FL's Quality Management Plan (QMP) is heavily focused on measures that are compliance-based (i.e. timelines). After review of the results of this QA&I report, consider measures that are more quality-based.

Thank you for your ongoing support during this process and for the quality work you do every day.

Appendices

Appendix A: QA&I FL Cycle 1 Year 1 SCO spreadsheet

Appendix B: Corrective Actions and Plan to Prevent Recurrence form

